

To: Vessel Sanitation Program / Centers of
Disease Control and Prevention
Barrie Clarke, Director Public Health, NCL

CC: Captain; S-E Eklund; Hotel Director; Chief
Engineer; Staff Chief Engineer

From: Staff Capt. Staffan Bengtsson

Location: M/S "Norwegian Majesty"

Date: May 24th, 2003.

Subject: Corrective Action Report.

Below, please find the Corrective Action Report concerning the deficiencies noted during the inspection May 11th, 2003.

NORWEGIAN MAJESTY

5/11/2003

DETAILS OF INSPECTION VIOLATIONS

NO.	LOCATION	REF.	POINTS	CRITICAL	DESCRIPTION
1	SEVEN SEAS DINING ROOM	34	0	No	
THE SINK AT THE BUFFET STATION WAS OUT OF ORDER.					
Water supply reconnected.					
2	SEVEN SEAS BAR PANTRY	20	2	No	
THE WHITE INSULATION MATERIAL IN THE UPPER COMPARTMENT OF THE ICE MACHINE WAS DAMAGED AND POROUS.					
The white insulation has been removed and replaced with stainless steel plating.					
3	SEVEN SEAS LINEN LOCKER	33	1	No	
SEVERAL DECKHEAD PANELS WERE MISSING. THE DECK-BULKHEAD JUNCTURE WAS CORRODED.					
New steel deck head plates in place and deck repainted.					
4	SEVEN SEAS FOYER	33	1	No	
THE COVE AREA AND BOTTOM PORTION OF THE BULKHEAD PANEL WAS DAMAGED AT THE ENTRANCE TO THE GALLEY.					
The cove area has been tiled and bulkhead panel repaired.					
5	SEVEN SEAS DISHWASH/GLASSWASH	26	3	Yes	
SEVERAL JUICE GLASSES AND PLATES WERE SOILED AND STORED AS CLEAN. SEVERAL SOILED GLASSES WERE STORED AS CLEAN IN THE FOUR SEASONS WAREWASH AREA AS WELL. ALL OF THE GLASSES ARE BEING WASHED IN THE SEVEN SEAS GLASSWASH UNIT AS THE FOUR SEASONS UNIT WAS OUT OF ORDER.					
Glasses from bars to be cleaned in respective bar pantries and better cleaning procedures implemented. Glass wash unit for the Four Seasons Dining Room is fully operational.					
6	SEVEN SEAS DISHWASH/GLASSWASH	24	0	Yes	
THE FINAL RINSE WAS TESTED AT 156°F. THIS WAS CORRECTED DURING THE INSPECTION.					
Adjustments made to ensure that temperature is correct at all times.					

DETAILS OF INSPECTION VIOLATIONS

NO.	LOCATION	REF.	POINTS	CRITICAL	DESCRIPTION
7	SEVEN SEAS CLEANING LOCKER	38	0	No	<p>THE LOCKER USED TO STORE THE MOPS, BROOMS, AND MOP BUCKET WAS NOT LABELED.</p> <p>Label in place. Furthermore, the "Seven Seas liquor store room" is made into an extra cleaning locker to house floor washing machine and other equipment for better spacing.</p>
8	SEVEN SEAS CHEMICAL LOCKER	33	1	No	<p>THE BULKHEAD PANEL BEHIND THE DOOR WAS LOOSE. THE DECK WAS SOILED.</p> <p>The bulkhead panel has been welded and better cleaning procedures implemented.</p>
9	SEVEN SEAS GALLEY TOILET ROOM	30	0	No	<p>PAPER TOWELS, TOILET TISSUE, A COVERED WASTE RECEPTACLE AND A PAPER TOWEL RECEPTACLE WERE NOT PROVIDED IN THIS TOILET ROOM.</p> <p>The toilet, which was out of order during the inspection, is operational and thoroughly cleaned. Furthermore, the toilet is being locked and the key issued by a supervisor on request to better monitor cleanliness and misuse.</p>
10	SEVEN SEAS GALLEY TOILET ROOM	37	0	No	<p>THE VENTILATION WAS INADEQUATE IN THIS TOILET ROOM.</p> <p>Ventilation has been adjusted.</p>
11	SEVEN SEAS HOT GALLEY	26	3	Yes	<p>THE BOTTOM SECTIONS OF THE WARMING CABINETS BEHIND THE SHELF SUPPORTS WERE SOILED WITH FOOD RESIDUE.</p> <p>Warming cabinet has been cleaned and better cleaning procedures implemented.</p>
12	SEVEN SEAS HOT GALLEY	*	0	No	<p>THIS VESSEL HAS ONLY ONE VERY SMALL BLAST CHILLER IN OPERATION. A NEW LARGER BLAST CHILLER HAS BEEN PARTIALLY INSTALLED. IT IS STRONGLY RECOMMENDED THAT THE NEW BLAST CHILLER BE MADE OPERATIONAL AS SOON AS POSSIBLE.</p> <p>Installation had not been completed and we are waiting on the main condenser for this new unit. Service WO 000 252</p>
13	SEVEN SEAS HOT GALLEY	20	2	No	<p>SLOTTED FASTENERS WERE NOTED IN THE FRYERS AND IN THE NEW BLAST CHILLER.</p> <p>Sea King to bring parts on their visit to the ship 061503, WO 052503.</p>
14	SEVEN SEAS HOT GALLEY	21	1	No	<p>THE DRIP PAN HOUSINGS AT THE RANGES WERE SEVERALY CORRODED.</p> <p>All old drip pan housings have been replaced by new ones.</p>
15	SEVEN SEAS DINING ROOM	27	0	No	<p>THE DRIP PAN HOUSINGS AT THE RANGES WERE SOILED WITH FOOD RESIDUE.</p> <p>Better cleaning routines have been implemented.</p>
16	SEVEN SEAS LIQUOR STORE ROOM	21	1	No	<p>THE CARDBOARD FOIL DISPENSER WAS POROUS AND DIFFICULT TO CLEAN.</p> <p>Cardboard dispenser has been replaced by plastic dispensing unit.</p> <p>The "Seven Seas liquor store room" is made into an extra cleaning locker to house floor washing machine and other equipment for better spacing.</p>
17	SEVEN SEAS LIQUOR STORE ROOM	27	0	No	<p>THE CARBOARD FOIL DISPENSER WAS SOILED WITH FOOD RESIDUE.</p> <p>Better cleaning procedures have been implemented. The "Seven Seas liquor store room" is made into an extra cleaning locker to house floor washing machine and other equipment for better spacing.</p>
18	SEVEN SEAS LIQUOR STORE ROOM	19	0	No	<p>TWO BOTTLES OF LIQUOR WERE STORED ON THE DECK.</p> <p>The "Seven Seas liquor store room" is made into an extra cleaning locker to house floor washing machine and other equipment for better spacing.</p>

DETAILS OF INSPECTION VIOLATIONS

NO.	LOCATION	REF.	POINTS	CRITICAL	DESCRIPTION
19	SEVEN SEAS LIQUOR STORE ROOM	28	0	No	TWO MILK CRATES WERE STORED ON THE DECK. The "Seven Seas liquor store room" is made into an extra cleaning locker to house floor washing machine and other equipment for better spacing, furthermore, all milk crates on board have been discarded and new plastic pallets will arrive 052503.
20	SEVEN SEAS MAIN GALLEY	08	0	No	A THREADED HOSE BIB CONNECTION WAS NOTED ACROSS FROM REFRIGERATION UNIT C-11. THIS LINE WAS NOT FITTED WITH A BACKFLOW PREVENTION DEVICE. A backflow preventer has been installed.
21	SEVEN SEAS MAIN GALLEY	34	0	No	THE BUCKET FILL STATION ACROSS FROM REFRIGERATION UNIT C-11 WAS OUT OF ORDER. Diversity will visit 052503 to review all D3 dispensers.
22	SEVEN SEAS MAIN GALLEY	33	1	No	STANDING WATER WAS NOTED ON THE DECK BEHIND THE ELECTRICAL PANEL DOOR ACROSS FROM THE COLD PANTRY. Investigation of the source of the leak is in progress.
23	COLD PANTRY	20	2	No	THE BUFFALO CHOPPER WAS POSTED OUT OF ORDER. Spare parts are on order. PO 5120 207 080
24	COLD PANTRY	20	2	No	A VERY SMALL AMOUNT OF CORROSION WAS NOTED ON THE SLICER BLADE. The slicer blade has been cleaned and better cleaning procedures were implemented.
25	COLD PANTRY	27	0	No	MOLD WAS NOTED ON THE GASKETS OF REFRIGERATION UNIT C-14. The gasket has been replaced and better cleaning procedures have been implemented.
26	SEVEN SEAS SOUP STATION	33	1	No	CORROSION WAS NOTED IN THE SCUPPERS. Scuppers have been chipped and painted. New stainless steel scuppers suggested for dry dock.
27	SEVEN SEAS SOUP STATION	26	3	Yes	THE DRAIN AREAS OF THE SOUP KETTLES WERE ENCRUSTED FOOD RESIDUE. Better cleaning procedures implemented.
28	SEVEN SEAS HOT GALLEY	27	0	No	THE BOTTOMS OF THE TILT PANS UNDER THE CONTROL BOXES WERE SOILED WITH GREASE RESIDUE. Better cleaning procedures implemented.
29	SEVEN SEAS MAIN GALLEY	34	0	No	THE COLD WATER SUPPLY LINE WAS LEAKING AT THE PREPARATION SINK NEAR THE POTWASH STATION. Corrected during inspection.
30	MAIN POTWASH	34	0	No	THE VALVES WERE MISSING AT THE SPRAY HOSE CONNECTION. The valves have been replaced.
31	MAIN POTWASH	33	1	No	THE BULKHEAD PANEL WAS LOOSE IN THE CLEAN STORAGE AREA NEAR THE ENTRANCE TO THE GALLEY. The bulkhead panel has been welded.

DETAILS OF INSPECTION VIOLATIONS

NO.	LOCATION	REF.	POINTS	CRITICAL	DESCRIPTION
32	FOUR SEASONS JUICE/COFFEE STATION	27	0	No	THE TECHNICAL SPACE OF THE JUICE DISPENSER WAS SOILED. Specific cleaning of the technical space has been implemented by Vitality.
33	FOUR SEASONS DISHWASH/GLASSWASH	22	0	No	THE GLASSWASH UNIT WAS POSTED OUT OF ORDER. The glass wash machine has been repaired and is fully operational.
34	FOUR SEASONS DISHWASH/GLASSWASH	37	0	No	CONDENSATE WAS NOTED ON THE DECKHEAD BETWEEN THE GLASSWASH UNIT AND THE DISHWASH UNIT. HOT HUMID AIR WAS BLOWING OUT OF THE VENT STACK OF THE GLASSWASH UNIT. The steam pressure from glass wash unit has been adjusted and the vent was adjusted to extract the hot air.
35	FOUR SEASONS DISHWASH/GLASSWASH	22	0	No	THE LEFT NOZZLE DID NOT HAVE AN EFFECTIVE SPRAY PATTERN ON THE FINAL RINSE ARM. The upper and lower final rinse arms have been replaced.
36	CREW GALLEY	21	1	No	THE DRIP PAN HOUSINGS OF THE RANGES WERE SEVERLY CORRODED. All old drip pan housings have been replaced by new ones.
37	CREW MESS	19	0	No	THE HANDLE OF THE SUGAR SCOOP WAS IN CONTACT WITH THE SUGAR. Mess man trained in better procedures.
38	STAFF MESS	19	0	No	LIDS WERE NOT PROVIDED ON THE SALAD OIL DECANTERS. Lids have been replaced.
39	OFFICER'S MESS	19	0	No	THE SNEEZE GUARD WAS TOO HIGH ON THE BUFFET LINE. Has been lowered 6 inches. Max. distance from floor is 48 inches.
40	OFFICER'S MESS	24	0	Yes	THE FREE CHLORINE RESIDUAL IN THE SANITIZE BUCKET WAS GREATER THAN 200 PPM. Mess man trained in better procedures and disciplinary action was taken.
41	BISTRO DINING ROOM	29	0	Yes	A FLAMBE CART IS USED IN THIS AREA ON A DAILY BASIS. A HANDWASH SINK WAS NOT LOCATED WITHIN 25 FEET OF THIS CART. New hand wash sink has been installed within 15 feet of the cart.
42	BISTRO DINING ROOM	21	1	No	THE INCUTION HEATERS WERE CRACKED. Cracked heaters have been replaced with new ones.
43	FOUR SEAS DINING ROOM	33	1	No	SEAMS WERE NOTED BETWEEN THE BOTTOM OF THE WAIT STATIONS AND THE DECK. The seams have been filled with silicon.
44	COFFEE BAR	36	0	No	THE LIGHTING WAS INADEQUATE IN THIS BAR. The bulbs have been replaced with "cool white" for better lighting.

DETAILS OF INSPECTION VIOLATIONS

NO.	LOCATION	REF.	POINTS	CRITICAL	DESCRIPTION
45	BAKERY/PASTRY	33	1	No	A LOOSE PROFILE STRIP WAS NOTED BETWEEN THE CLEANING LOCKER AND THE BULKHEAD. The profile strip has been welded.
46	BAKERY/PASTRY	21	1	No	THE GLASS WAS MISSING AT THE BOTTOM DOOR OF THE STACK OVEN. New glass on order, PO 5120 302 360
47	PROVISIONS	33	1	No	MILK CRATES WERE USED FOR STORAGE IN A NUMBER OF AREAS MAKING THE DECK DIFFICULT TO CLEAN. All milk crates on board have been discarded and new PVC storing pallets will arrive 052503.
48	PROVISIONS-POULTRY BOX	36	0	No	INSUFFICIENT LIGHTING WAS NOTED IN THIS AREA. Broken bulbs have been replaced.
49	PROVISIONS-VEGETABLE PREPARATION	14	0	No	A FOOD HANDLER WAS NOTED WEARING A WATCH WHILE CHOPPING ONIONS. Food handler trained in better procedures and disciplinary action was taken.
50	PROVISIONS-VEGETABLE PREPARATION	20	2	No	THE POTATO PEELER WAS POSTED OUT OF ORDER. Has been repaired on board and is fully operational.
51	PROVISIONS VEGETABLE PREPARATION	19	0	No	A TRAY OF DECORATIONS WAS STORED DIRECTLY ON TOP OF A PAN OF EGGPLANT. Better storage procedures and supervision implemented.
52	PROVISIONS DRY STORES	19	0	No	OPEN PACKAGES AND BOXES OF MACADAMIA NUTS, CASHEW NUTS, AND PECANS WERE NOT PROPERLY SEALED. Reseal able plastic bags are being used.
53	TOPSIDER'S BAR PANTRY	22	0	No	THE WAREWASH UNIT WAS POSTED OUT OF ORDER. Parts on order. PO 5120 304 550
54	POOL BAR	21	1	No	THE FINISH ON THE STORAGE SHELVES WAS WORN. The storage shelves have been painted white.
55	OBSERVATORY BAR	20	0	No	THE WALK-IN UNIT WAS POSTED OUT OF ORDER. Parts on order, PO 5120 303410
56	OBSERVATORY BAR	26	3	Yes	THE INNER SURFACES OF THE CA PUCCINO MACHINE WERE SOILED WITH COFFEE AND POWDERED MILK RESIDUE. Better cleaning routines have been implemented.
57	OLBSERVATORY BAR	30	0	No	A SOAP DISPENSER WAS NOT PROVIDED AT THE HANDWASH SINK. A new soap dispenser has been installed.
58	OBSERVATORY BAR	21	1	No	THE BOTTOM OF THE BEER TAP MOUNT WAS IN DISREPAIR. The beer tap stand has been replaced.

DETAILS OF INSPECTION VIOLATIONS

NO.	LOCATION	REF.	POINTS	CRITICAL	DESCRIPTION
59	FOOD SERVICE GENERAL	33	1	No	<p>CRACKED AND DAMGED DECK TILES WERE NOTED THROUGHOUT THE FOOD SERVICE AREAS.</p> <p>Repairs are continuously ongoing.</p> <p>LOOSE AND DAMAGED BULKHEAD PANELS WERE NOTED IN SEVERAL FOOD SERVICE AREAS.</p> <p>Panels that were found loose have been welded.</p>
60	POTABLE WATER	05	0	Yes	<p>A MANUAL TEST, TAKEN AT THE BRIDGE, FOR FREE CHLORINE RESIDUAL NOTED 0.95 PPM ON THE INSPECTOR'S TEST KIT AND 1.41 PPM ON THE ENGINEER'S TEST KIT, WHILE THE ANALYZER WAS READING 1.24 PPM FOR THE UPPER LOOP OF THE POTABLE WATER SYSTEM.</p> <p>A MANUAL TEST, TAKEN ON DECK 0, FOR FREE CHLORINE RESIDUAL NOTED 1.73 PPM ON THE INSPECTOR'S TEST KIT AND 2.29 PPM ON THE ENGINEER'S TEST KIT, WHILE THE ANALYZER WAS READING 2.32 PPM FOR THE LOWER LOOP OF THE POTABLE WATER SYSTEM.</p> <p>The bag of test agents contained both tests for Free and Total Chlorine. By mistake the Chlorination pump was calibrated for Total Chlorination content, thus rendering the chlorine level too low.</p> <p>Furthermore, the procedures have been changed and the Staff Chief Engineer will personally check and calibrate the chlorination during Fresh Water bunkering.</p>
61	POTABLE WATER	03	5	Yes	<p>A MANUAL TEST OF BUNKER LINE FREE RESIDUAL CHLORINE NOTED 0.82 PPM ON THE INSPECTOR'S TEST KIT AND 1.28 PPM ON THE ENGINEER'S TEST KIT. THE ANALYZER WAS READING 2.32 PPM. THIS TEST WAS TAKEN AT 10:00 AM. ANOTHER TEST WAS TAKEN AT 1:00 PM. THE TEST NOTED 0.69 PPM ON THE INSPECTOR'S TEST KIT AND 0.94 PPM ON THE ENGINEER'S TEST KIT, WHILE THE ANALYZER WAS READING 2.31 PPM.</p> <p>The bag of test agents contained both tests for Free and Total Chlorine. By mistake the Chlorination pump was calibrated for Total Chlorination content, thus rendering the chlorine level too low.</p> <p>Furthermore, the procedures have been changed and the Staff Chief Engineer will personally check and calibrate the chlorination during Fresh Water bunkering.</p>
62	POTABLE WATER	06	0	No	<p>THE CALIBRATION ON THE BUNKER ANALYZER WAS PERFORMED USING TOTAL CHLORINE REAGENT INSTEAD OF FREE CHLORINE REAGENT. THIS COULD ACCOUNT FOR THE PROBLEMS NOTED DURING THE MANUAL TEST PERFORMED USING FREE CHLORINE REAGENT.</p> <p>The bag of test agents contained both tests for Free and Total Chlorine. By mistake the Chlorination pump was calibrated for Total Chlorination content, thus rendering the chlorine level too low.</p> <p>Furthermore, the procedures have been changed and the Staff Chief Engineer will personally check and calibrate the chlorination during Fresh Water bunkering.</p>
63	POTABLE WATER	08	0	No	<p>FROM 12/20/02 TO 1/31/03 AND ON 4/25/03, A HALOGEN DEMAND TEST AND PH TEST WAS NOT CONDUCTED ON THE SHORE SIDE WATER SUPPLY PRIOR TO BUNKERING.</p> <p>Better procedures implemented where the Carpenter will deliver water sample directly to Staff Chief Engineer who personally oversees the bunker operation.</p> <p>THE ANALYZER CHART RECORDER CHARTS FOR THE POTABLE WATER DISTRIBUTION SYSTEM WERE NOT INITIALED DAILY.</p> <p>Better procedures introduced where the Staff Chief Engineer personally oversees the water distribution system.</p>
64	POTABLE WATER	07	0	Yes	<p>THE CLEANING AND DISINFECTION OF THE POTABLE WATER TANKS WAS NOT CONDUCTED IN ACCORDANCE WITH THE PROCEDURE OUTLINED IN THE VSP OPERATIONS MANUAL 2000.</p> <p>Procedures reviewed and corrected.</p>

DETAILS OF INSPECTION VIOLATIONS

NO.	LOCATION	REF.	POINTS	CRITICAL	DESCRIPTION
65	DECK 7 BELL BOX	20	2	No	SLIGHT CORROSION WAS NOTED IN THE ICE/WATER CONTACT SURFACES OF THE UPPER COMPARTMENT AND THE ICE BIN. New stainless steel plate has been installed.
66	DECK 3 BELL BOX	33	1	No	A FRENCH FRY WAS NOTED ON THE FLOOR BEHIND THE CABINETS. The French fry has been removed and better cleaning procedures implemented.
67	POLO CLUB PANTRY	20	2	No	PEELING SEALANT WAS NOTED BETWEEN THE UPPER AND LOWER COMPARTMENTS INSIDE THE ICE MACHINE. Sealant has been replaced.
68	POLO CLUB PANTRY	21	1	No	CORROSION WAS NOTED ON THE NON-FOOD CONTACT PORTION OF THE BLENDER BLADES. The Blades have been discarded and new are on order. PO 2510 330 159
69	POLO CLUB BAR	39	0	Yes	DRAIN FLIES WERE NOTED UNDER THE COUNTER IN THIS AREA. Better cleaning procedures implemented.
70	CHILD ACTIVITY CENTER	41	0	No	DISINFECTANT WAS NOT AVAILABLE AT THE DIAPER-CHANGING STATION. A LIST OF SIGNS AND SYMPTOMS OF COMMON CHILDHOOD ILLNESSES COULD NOT BE LOCATED. THE EXCLUSION POLICY FOR ILL CHILDREN WAS UNCLEAR. THE POLICY AND PROCEDURES FOR HANDLING CHILDREN WHO BECOME ILL WHILE IN THE CENTER WAS NOT AVAILABLE. ONLY ONE STAFF MEMBER WAS AVAILABLE AND SHE COULD NOT PROVIDE ADEQUATE ANSWERS OR ACCESS TO CLEANING Disinfectant is available at the diaper changing station. The procedures are followed and the entire part of Item 70 was due to the fact that none of the Staff working in the Child Activity Center were on board at the inspection. New work schedule has been implemented where at least one of the Staff will always be on board and on call.